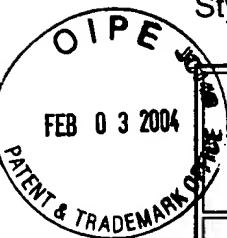


ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0



Title of
Invention

System and Method for Displaying Messages Using a
Messages Table

Application Number: 09/603306
 Confirmation Number: 1775
 First Named Applicant: Brian Wolfe
 Attorney Docket Number: 5053-36200
 Art Unit: 3626
 Examiner: Natalie Pass
 Search string: (5850442 or 5884274 or 5909683 or 5937189
 or 6038668 or 6065047 or 6073104 or 6112986
 or 6239798 or 6272471 or 6272528 or 6456303
 or 6484178 or 4839822 or 5987430 or 6314419
 or 6480956 or 6584467).pn.



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US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
np	1	5850442	1998-12-15	Muftic			
np	2	5884274	1999-03-16	Walker et al.			
np	3	5909683	1999-06-01	Miginiac et al.			
np	4	5937189	1999-08-10	Branson et al.			
np	5	6038668	2000-03-14	Chipman et al.			
np	6	6065047	2000-05-16	Carpenter et al.			
np	7	6073104	2000-06-06	Field			
np	8	6112986	2000-09-05	Berger et al.			
np	9	6239798	2001-05-29	Ludolph et al.			
np	10	6272471	2001-08-07	Segal			
np	11	6272528	2001-08-07	Cullen et al.			
np	12	6456303	2002-09-24	Walden et al.			
np	13	6484178	2002-11-19	Bence, Jr. et al.			
np	14	4839822	1989-06-13	Dormond et al.			
np	15	5987430	1999-11-16	Van Horne et al.			

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APP_ID=09603306

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considered 19/MAY 2004

page 1 of 2

20	16	6314419	2001-11-06	Faisal
21	17	6480956	2002-11-12	DiRienzo
22	18	6584467	2003-06-24	Haught et al.

Remarks

Note: Remarks are not for responding to an office action.

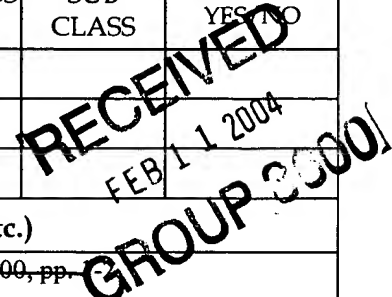
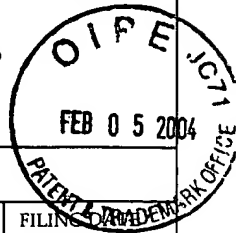
Additional non-patent references are being sent by mail.

Signature

Examiner Name	Date
<i>N. Khan</i>	<i>19 MAY 2004</i>

ATTACHMENT TO PAPER #18

Form PTO-1449 (modified) List of Patents and Publications For Applicant's Information Disclosure Statement (Use several sheets if necessary)			ATTY. DKT. NO. 5053-36200 APPLICANT: Brian Wolfe FILING DATE: June 23, 2000			SERIAL NO. 09/603,306 GROUP: 3626		
U.S. PATENT DOCUMENTS								
EXAM. INITIALS	REF. DES.	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE APPROPRIATE	
FOREIGN PATENT DOCUMENTS								
EXAM. INITIALS	REF. DES.	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION YES/NO	
	E1	0 280 773	09/1988	EP				
	E2	0 465 018	01/1992	EP				
	E3	0 926 608	06/1999	EP				
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)								
	E1	"@ Fault A Commitment to Consistency," Computer Sciences Corporation, Copyright 2000, pp.						
	F2	Borland, Russel; "Running Microsoft Outlook 97," Microsoft Press, 1997.						
	F3	Howarth, "Outsourcing: Technology on Tap," Business Review Weekly, December 1999, pp. 1-5.						
	F4	"The OTC Revolution"; Juhl, Randy; March 3, 1997; Drug Topics 141 (5).						
	E5	Mead, Jay, "Measuring the Value Added by Technical Documentation" Technical Communication Online, August 1998, V. 45, N. 3.						
	F6	Merlin, Jr., William F., "Collision Course With the Colossus Program: How To Deal With It," The Merlin Law Group, May 2000, Tampa, FL, pp. 1-17.						
	F7	Merlin, Jr., William F., "Overcoming Allstate's Trade Secrets and Work-Product Objections," The Merlin Law Group, May 2000, Tampa, FL, pp. 1-31.						
	F8	Microsoft Press Computer Dictionary Second Edition, Microsoft Press, 1994, pp. 26-27, 117, 277, 335, 338, 353, 366-367, and 383.						
	F9	Merlin, Jr., William F., "Colossus: What We Know Today," The Merlin Law Group, August 2000, Tampa, FL, pp. 1-8.						
	F10	https://www.foremost.com/secure/fm_claims.htm 1996						
	F11	Summary of Colossus Functionality as of December 1999						
	F12	Scopus and Entrust Technologies to Deliver World's First Secure Customer Care Solution for the Financial Services Market; PR Newswire dated November 5, 1997.						
	F13	Scopus and Entrust: Call Center Sales Center is Unveiled; American Banker, November 10, 1997, Vol. 162, Issue 217						
	F14	Allstate Creates New Customer Care Center Internet Service, April 13, 1999, accessed at www.allstate.com/media/newsheadlines.						



EXAMINER:

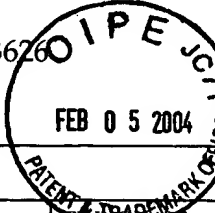
DATE CONSIDERED: 19 MAY 2004

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the patent own

Information Disclosure Statement--PTO 1449 (modified)

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Form PTO-1449 (modified) List of Patents and Publications For Applicant's Information Disclosure Statement (Use several sheets if necessary)			ATTY. DKT. NO. 5053-36200 APPLICANT: Brian Wolfe FILING DATE: June 23, 2000			SERIAL NO. 09/603,306 GROUP: 3626	
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U.S. PATENT DOCUMENTS							
EXAM. INITIALS	REF. DES.	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	TRADEMARK APPROPRIATE

FOREIGN PATENT DOCUMENTS							
EXAM. INITIALS	REF. DES.	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION YES/NO

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)		
F15	Allstate Announces Online Claim Reporting Capabilities, September 13, 1999, accessed at www.allstate.com/media/newsheadlines	

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EXAMINER: N Pass
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Information Disclosure Statement--PTO 1449 (modified)

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